

LESSON PLAN

Lesson Title: Case Studies

Time: 4.5 hours

Overview:

This section will provide participants with the opportunity to use class material and desk references to address Field Office/TARC issues and solve PHA problems.

Objectives:

After completing this section, participants will be able to:

- Address Field Office/TARC issues
 - Solve PHA problems
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Materials:

- Case Studies
 - Case Study answer keys
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References:

- MTCS Web Reports Guide
- MTCS Reports Monitoring Guide
- Form HUD-50058 Instruction Booklet
- Form HUD-50058 Technical Reference Guide
- FRS 2.0 User Guide
- FRS 2.0 Multiple HA User Guide
- Data Transmission Guide



CASE STUDY #1 ANSWER KEY

SITUATION

You need to do an off-site review of a delinquent PHA in your jurisdiction. Use MTCS to gather background information and prepare for a phone interview with the PHA.

Time: 50 minutes

Instructions:

- Pick the underreporting PHA to analyze (10 minutes)
- Research PHA and conduct desk audit (15 minutes)
- Prepare for phone interview (15 minutes)
- Present your MTCS findings and questions to class (5 minutes per group)*

* only have 2 groups present

Issues to Explore:

- Error notifications
- Reporting rate
- Key Management Indicators report
- Late Reexamination report
- Send diagnostic questions to PHA and ask for response
- Items to address in phone interview
 - Management
 - Operations
 - Computers/Resources
 - Personnel
 - Training
 - Specific questions based on research

CASE STUDY #2 ANSWER KEY

SITUATION

You have just completed an off-site review of a delinquent PHA and think an on-site formal review is necessary to get an accurate picture of why its reporting rates are so low. Prepare for your on-site, formal review.

Time: 40 minutes

Instructions:

- Use the same PHA as Case Study #1
- Use MTCS to collect and analyze data on the PHA (10 minutes)
- Prepare your preliminary assessment of potential problems (10 minutes)
- Develop a formal review question list (10 minutes)
- Present your approach for a formal review to the class (5 minutes per group)*

* only have 2 groups present

Issues to Explore:

- Ad Hoc reports
- Data quality (error notifications)
- Key Management Indicators report
- Late Reexamination report
- Management
- Operations
- Personnel
- Training
- Compliance with HUD regulations
- What you do with answers to questions

CASE STUDY #3 ANSWER KEY

SITUATION

It's time to conduct semi-annual assessments of PHA reporting rates and present your findings to the Field Office/TARC director. Your boss asked you to include a strategic plan to help the delinquent PHAs you identify improve their reporting.

Time: 60 minutes

Instructions:

- Select a FO jurisdiction to analyze (5 minutes)
 - Prepare a five minute presentation of your findings and recommendations (35 minutes)
 - Include in your presentation:
 - FO-wide analysis of PHA reporting rates
 - List of the PHAs with the worst reporting rates
 - Strategic plan of the steps you will take to help these PHAs improve reporting which includes separate strategies for small PHAs and heavy hitters
 - Present findings and strategic plan (5 minutes per group)
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Issues to Explore:

- Priorities for steps to improve reporting
- Separate strategy for public housing and Section 8?
- Number of non-reporting PHAs
- Strategies for heavy hitters
- Strategies for small PHAs
- Identify targets and milestone dates
- Identify tools to improve reporting
- Diagnostic questions
- Training, technical assistance, and interventions
- Communications

CASE STUDY #4 ANSWER KEY

SITUATION

A PHA has begun to draft a strategy with steps for improvements to include in their forbearance request. They have limited resources.

The PHA calls your Field Office/TARC to receive input on the strategy. HUD wants forbearance requests that will provide results by the time of the next semi-annual assessment.

Negotiate an agreement between the PHA and the Field Office

Time: 60 minutes

Instructions:

- Select a PHA to analyze (5 minutes)
 - Choose three people to represent the PHA and two people to represent the Field Office
 - Research MTCS reports and use other PHA information to prepare for the call (20 minutes)
 - Negotiate agreement (15 minutes)
 - Present agreement to class (5 minutes per group)
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Issues to Explore:

- Forbearance checklist
 - Description of the reporting performance deficiency
 - Explanation of problems encountered
 - Specific steps to improve performance and overcome problems
 - Measurable monthly goals to improve performance to 85 percent reporting by next semi-annual assessment
- Diagnostic questions

CASE STUDY #5 ANSWER KEY

SITUATION

Five PHAs in your jurisdiction have expressed a desire to form a consortium to collect and transmit their data to MTCS. You need to advise them on how to organize the consortium.

Time: 40 minutes

Instructions:

- Prepare talking points for the meeting
 - Identify different approaches for a consortium
 - Include in your presentation answers to these questions:
 - What do you recommend?
 - What are the potential pitfalls they should avoid?
 - What are things that have worked well in the past?
- (Total time: 20 minutes)
- Present talking points for meeting to the class (5 minutes per group)
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Issues to Explore:

- Memo of Understanding for members
- Defined PHA roles and responsibilities
- At least one high reporter to guide them through process
- Identify common objectives for consortium

CASE STUDY #6 ANSWER KEY**SITUATION**

There is a Housing Association meeting in your community in three days. The Housing Association would like someone to make a brief presentation on Notice PIH 99-2 and MTCS. The audience is mostly PHAs.

Time: 40 minutes

Instructions:

- Prepare a five minute presentation for the Housing Association (20 minutes)
 - You can use Powerpoint to help you
 - Present to class (5 minutes per group)
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Issues to Explore:

- MTCS process steps
- Notice PIH 99-2 process steps
- Roles and responsibility for Field Offices/TARCs and PHAs
- Important deadlines for Field Offices/TARCs and PHAs